

PROCEEDINGS OF THE AGING & DISABILITY RESOURCE CENTER OF BROWN COUNTY BOARD MEETING
April 24, 2014

PRESENT: Tom Diedrick, Larry Epstein, Pat Hickey, Marvin Rucker, Beth Relich, Barbara Robinson, Joan Swigert, Corrie Campbell, Melanie Maczka

EXCUSED: Keith Pamperin, Steve Daniels, Lori Rassmusen, Lisa Van Donsel

ALSO PRESENT: Devon Christianson, Christel Giesen, Debra Bowers, Laurie Ropson, Shelly Staehler, Catherine Fewell, Jeremy Slusarek, Deb Baranczyk, Mary Schlautman, Holly Grose, Diana Brown, Denise Misovec, Steve McCarthy

The meeting was called to order by Chairperson, Diedrick at 8:37 a.m.

PLEDGE OF ALLEGIANCE

INTRODUCTIONS: Welcome by Steve McCarthy, President of NEW Curative; Diana Brown, Vice President, Denise Misovec, Director of Older Americans Programs. Board members and ADRC Staff Shelly Staehler, Catherine Fewell, Jeremy Slusarek, Deb Baranczyk, Holly Grose who are new or are taking new positions and responsibilities.

ADOPTIONS OF AGENDA: Mr. Epstein/Ms. Hickey moved to adopt the agenda. **MOTION CARRIED.**

APPROVAL OF MINUTES OF REGULAR MEETING OF MARCH 27, 2014 AND APPROVAL OF AMENDED MINUTES FROM FEBRUARY 27, 2014: Ms. Relich/Ms. Swigert moved to approve the minutes. **MOTION CARRIED.**

COMMENTS FROM THE PUBLIC: None

FINANCE REPORT: Mr. Diedrick thanked Ms. Bowers for providing the new format as requested.

A. REVIEW AND APPROVAL OF FINANCE REPORT – MARCH 2014:

Ms. Bowers reviewed the Financial Highlights which outlined variables within Medicaid Administrative (MA) funding, State ADRC Contract, and Nutrition Program budget estimates for 2014. MA funding is based on actual program expenses so is not limited to budget estimates. The State ADRC Grant is limited to the contract amount as budgeted. The Nutrition Program budget is based on average meal donation (from historical data) per budgeted number of meals served. The variance is due to the program serving fewer meals than budgeted meals at a higher than budgeted average donation. Ms. Maczka/Ms. Campbell moved to approve the Finance Report – March 2014. **MOTION CARRIED.**

B. REVIEW AND APPROVAL OF RESTRICTED DONATIONS – MARCH 2014:

Restricted donations: \$300 designated to Homebound Meal Program from WPS Dollars for Doers program which matches WPS's retiree and employee donations. Ms. Hickey/Mr. Epstein moved to approve the Restricted Donation Report. **MOTION CARRIED.**

STAFF REPORT - MARY SCHLAUTMAN, INFORMATION AND ASSISTANCE UNIT COORDINATOR: Ms. Schlautman reported Consumer activity continues to grow: 172 calls weekly in 2013, to 186 weekly calls in the first quarter of 2014. They are experiencing more complex calls requiring high staff involvement. The team is very active on community committees and doing outreach to providers to keep a pulse on available services and advocate for ADRC consumer unmet needs. Examples include;

- collaborations to create a Dementia Capable Communities,
- involvement with schools to help children transition to adult services,
- continuing Memory Screens events, and
- outreach to nursing homes to increase referrals for community relocation.

The Time Banking project in partnership with United Way, Goodwill, and Neighbor Works is starting a pilot in the Oakgrove Neighborhood. The In-home worker program which provides matches between registered private workers and consumers who need assistance in their home, has seen a 30% increase in referrals. Ms. Schlautman noted the continuing demand for transportation in rural areas, agency staff are working together to expand rural transportation capacity. Ms. Schlautman states she is proud to work with a great team who has been very flexible working through the office suite reconstruction.

Ms. Schlautman introduced Ms. Holly Grose, who recently moved to the new Information & Assistance Team Lead position. She noted a person with a strong public benefit background has been hired to fill her vacant position. Ms. Schlautman stated Ms. Grose has a medical background, has served as the Functional Screen Lead and liaison with the state and is highly respected by her peers. Ms. Grose thanked the board for the opportunity to work in this new position. She used a consumer story to illustrate how staff work with families in assuring consumers preferences and dreams are met. The contact began with adult children, who believed their parents were unsafe in their home, so requested information about moving them to assisted living. Ms. Grose offered a family meeting at the couple's home, where she helped the couple understand they are in charge of their destiny and encouraged them to share what they really wanted. Concentrating on their preferences, Ms. Grose assisted the family in putting a plan in place to make the home more accessible meeting the physical challenges the woman had and set up services to maintain safety and provide caregiver relief to address her husband's memory loss. The plan will help to ease the children's caregiving responsibilities so that the family can spend more quality time together. In addition the plan stretches the couple's financial assets further than institutional placement. The family was encouraged to keep in touch and equipped with information to reassure them that if things change options will be available.

Ms. Grose stated that the roll out of managed care will be a lot of work, but is confident staff is ready, with the training, skills, and expertise needed to make complex situations go smoothly for consumers.

NOMINATIONS AND HUMAN RESOURCE COMMITTEE REPORT:

Mr. Diedrick reported the committee discussed and approved a compensation adjustment which resulted from a supervisory position reclassification as well as approval to move forward to pursue another supervisory position reclassification. Ms. Christianson explained the agency uses the Brown County Classification and Compensation System which is dated and noted upward movement within the system was frozen many years ago through a Brown County Board directive. A number of existing positions are affected by the freeze. Position reclassification is a complicated process, but is the only way to move within the system. This year the county is conducting a study to update the Comp and Class Plan. Mr. Rucker noted that an updated Comp and Class plan may be introduced but would require county board approval so is not guaranteed to be put in place.

A. RE-ORGANIZATION OF SUPPORT TEAM/FRONT DESK AND STAFF CHANGES:

The agency is experiencing exceptional growth and the demand for customer and staff support is exploding. Rather than adding additional staff, the agency has been studying process efficiencies in the Front Desk/Reception and Support Team areas. There is additional work to be done but to date the study has shown that bringing these teams together will provide an opportunity for cross training, increased efficiency, and better customer service. The recent vacancies within the teams, Secretary and Front Desk Team Lead, and the announced retirement at year end of the AddLife

Program Coordinator provide the opportunity to make organizational chart changes in line with the recommendations of the process improvement studies.

The proposal included the following organizational chart changes:

- 1) AddLife Program Coordinator starting January 1, 2015 will no longer supervise Front Desk staff to concentrate on the modernization of the Adams Street AddLife location and increase outreach support to the rural centers.
- 2) The vacant Secretary and Front Desk Team Lead positions will be replaced with Office Assistants
- 3) These positions along with the Receptionist position will be part of the Support Team.

Mr. Diedrick comment there may be other changes that may be required with the coming of managed care. He stated that the Nominations and Human Resource Committee recommends the Board approve the reorganization and staff changes as outlined.

Ms. Hickey/Ms. Relich moved to approve the recommendations as presented by the committee. **MOTION CARRIED.**

NEW CURATIVE REPORT: The Board viewed a video produced by UWGB Channel 38 about the Adult Day Care services. Mr. McCarthy thanked the board for their support and invited persons to tour the Adult Day Care and Prevocational Program centers.

Ms. Brown reviewed a history of the agency leading up to and explaining the current services and programs. Ms. Brown explained the Older Americans Program – Adult Day Care and reviewed a handout explaining its operation, the results after one year of implementing a fee for service model and pride in the fact that the outcomes of the programs remain extremely positive.

Ms. Brown thanked the Board for the funding support of the ADRC including the meals provided through the ADRC nutrition program. Revenues from the change for fee for service have not changed as much as anticipated. The change to fee for service resulted in an 18% reduction in participation hours, with only a 6% reduction in participants. The agency also seeks grants from Community Foundation to help provide scholarships for persons who need financial assistance to attend.

Ms. Misovec reviewed handouts used to help staff explain the benefits of the Adult Day Program so that persons can visualize a typical day and feel comfortable with it. Stated that staff work hard at making day care a special and engaging place that people want to be at. They engage the Caregiver to keep a tab on stress to offer support as needed. Transportation is provided.

Ms. Campbell noted that she knows of families that benefit from the programs and praised the organization as the individuals all had positive comments.

Mr. Epstein noted he enjoyed the recent benefit concert and hoped it would continue annually.

Mr. McCarthy stated it was a collaborative effort with Southwest High School staff and students that afforded an opportunity for students to interact with participants. Many touching stories were told and all learned more about each other. Fund raisers with this type of community support make it possible to do what they do.

Ms. Swigert stated the importance for students to get personal experiences like these as they are the things that help them be better people.

Ms. Robinson asked if NEW Curative is one of a kind. Ms. Brown stated yes, yet there are three different rehabilitation centers in Brown County, NEW Curative, CP Center, and Aspiro support each other and work collaboratively to serve community needs without duplication of services. NEW Curative uses a unique business model as it operates separate for profit businesses that help support the non-profit side.

MUTUAL OF AMERICA CHANGES IN ELIGIBILITY TO THE 403B THRIFT PLAN: Ms. Christianson stated the amendment and resolution have been drafted to bring alignment with thrift plan and agency employee handbook. The Retirement plan has been in effect since 1979. A recent reduction in hours by one employee uncovered that the practice outlined in the employee handbook was different than the retirement plan booklet. The management team worked with Mutual of America to amend the plan, to make the necessary corrections, assure effected staff are made whole, and continue the agency's commitment to employee retirement. The resolution is the board's official acceptance of the plan. Ms. Christianson requested the board approve a dollar range expenditure outlined in the attachment to bring effected staff's retirement balances up to date. The final dollar amount will be provided by Mutual of America after investment earnings are calculated.

A. THRIFT PLAN AMENDMENT: Ms. Christianson outlined the changes as stated in the amendment.

- Employer contribution to plan will begin for employees completing 12 months of service in which 1000 hours have been worked. Formerly six months of service with no set hours worked.
- 100% immediate vesting (of employer contributions) for employees hired before 5/1/2014.
- 100% vesting (of employer contributions) upon completion of one year of vesting service for employees hired on or after 5/1/2014.

Ms. Relich asked if the 12 months was based on anniversary date or annual calendar. Ms. Christianson stated it is anniversary date.

Ms. Robinson stated that the board values agency employees and their commitment. She asked if the agency does a review of staff growth and turnover rates. Ms. Christianson thanked the board for their support and stated 9 out of 10 staff that leaves do so due to life changes, such as a move out of the area. She noted the few that leave for other reasons seek renewed employment when openings occur. Ms. Swigert stated, it's important for the Board and management to value the culture. Those employees are willing to be challenged because they recognize that the easy way is not always the best way.

Ms. Relich/Ms. Swigert moved to approve the Thrift Plan Resolution approving the amendment. **MOTION CARRIED.**

A. THRIFT PLAN RESOLUTION: Board approval of Thrift Plan Amendment to include the needed funds to bring effected staff's retirement balances up to date.

Ms. Campbell/Mr. Epstein moved to approve the Thrift Plan Resolution. **MOTION CARRIED.**

FAMILY CARE UPDATE:

Ms. Christianson stated that Governor Walker announced Monday, April 21 the expansion of Family Care in seven counties in Northeast Wisconsin including Brown County. She explained that although Family Care has become common language it is really managed care, consisting of two distinct options which by law must be offered. The options are

- Family Care administered by managed care organizations (MCO) which are selected through a Request for Proposal (RFP) process. There can be more than one MCO in an area. They are paid a

capitated monthly rate per eligible person. Income is generated by managing expenses across all participants within this capitated rate.

- IRIS – (Include, Respect, I Self-Direct) the same capitated rate is used by the individual and/or their guardian to purchase needed services.

Ms. Christianson stated although the managed care roll out will be very demanding the agency will continue its commitment to providing the best possible service to all persons eligible for managed care or private pay, making sure that advocacy extends all. Mr. Diedrick noted that they expect the RFP will be released in the next 30-60 days plus time required for the bidding process. Once an MCO(s) is selected they need to hire and train staff. Actual enrollment could be 16-18 months away. Ms. Campbell stated that Mr. Chad Weininger, Brown County Administrator shared January 2015 as a likely start date for enrollment in Brown County. She also noted she did not know that IRIS is required. Ms. Robinson asked who requires IRIS to be available in a County. Ms. Christianson stated the Center for Medicare and Medicaid (CMS) requires both be offered. Mr. Rucker stated IRIS is not for everyone – because individuals become the employer and it may be difficult to manage. Ms. Christianson explained that managed care brings two separate and important responsibilities for staff; Enrollment Counselors who determine eligibility for managed care explain IRIS and Family Care and then refer them to their choice for service planning and Options Counselors where staff work with persons who are private pay assisting with service planning within each person's private and informal resources.

DIRECTORS REPORT: Ms. Christianson announced the retirement of Ms. Zuidmulder, AddLife Program Coordinator commending her for her years of dedication and hard work. Mr. Slusarek has accepted the position and will be working with Ms. Zuidmulder transitioning to the new position on January 1, 2015.

Ms. Christianson reminded the board of the change of date for the May board meeting to May 29. Lisa Mills, a consultant working for the state to lead the community based employment initiative is scheduled to provide education around this topic.

LEGISLATIVE UPDATES: Ms. Christianson announced the Silver Alert bill passed in Wisconsin. Similar to Amber alert it provides a statewide communication system to assist in locating older adults who are missing and at risk.

ANNOUNCEMENTS: Mr. Epstein noted a number of encounters as a volunteer where persons praised the ADRC and its work, i.e.: a consumer using the Loan Closet, agencies at an Aging Network meeting, participants of the Medicare Minutes presentations, as well as the assistance he has received. He thanked the staff for all their great work.

NEXT MEETING – MAY 29 AT THE ADRC: The next regularly scheduled Board of Director's meeting will be at 8:30 a.m. on May 29 at the ADRC.

ADJOURN: Ms. Robinson/Ms. Swigert moved to adjourn the meeting. **MOTION CARRIED.** The meeting adjourned at 10:30 a.m.

Respectfully Submitted,
Laurie Ropson, Quality Assurance/Outreach Coordinator